

By Legislators Keller and Smith

Intro. No. ____

RESOLUTION NO. ____ OF 2023

AMENDING RESOLUTION 395 OF 2022 AUTHORIZING CONTRACT FOR OFFICE FOR THE AGING PROGRAMS IN 2023-2024

BE IT RESOLVED BY THE LEGISLATURE OF THE COUNTY OF MONROE, as follows:

Section 1. Section 1 of Resolution 395 of 2022 is hereby amended to read as follows:

The County Executive, or his designee, is hereby authorized to execute contracts, applications, and any amendments thereto, with the agencies listed in Attachment A in an amount not to exceed ~~\$8,175,556~~ \$8,907,872 for the period of January 1, 2023 through March 31, 2024.

Section 3. Funding for these contracts is included in the 2023 operating budget of the Monroe County Department of Human Services, Office for the Aging, general fund 9300 and general fund 9001; funds centers 5501030000, Support Service Contracts; 5501040000, Nutrition Service Contracts, and 5501050000, Education, Training, Wellness Contracts.

Section 4. This resolution shall take effect in accordance with Section C2-7 of the Monroe County Charter.

Human Services Committee; March 28, 2023 - CV: 9-0
Ways and Means Committee; March 28, 2023 - CV: 11-0
File No. 23-0084

ADOPTION: Date: _____ Vote: _____

ACTION BY THE COUNTY EXECUTIVE

APPROVED: _____ VETOED: _____

SIGNATURE: _____ DATE: _____

EFFECTIVE DATE OF RESOLUTION: _____

Added language is underlined
Deleted language is ~~stricken~~

2018-2019 ANTICIPATED CONTRACT SERVICES/Amount paid			
Vendor and Program Services	ADMIN M/CAT	VEHICOR TOTAL	SERVICE TOTAL
<p>Adult Day TBO Formerly Rochester Regional Health, DBA Park Ridge Nursing Home Inc. Respite Adult Day Social Adult Day Care</p>		50,000 \$4,779	148,079
<p>Caregiver Assistance & Resources Alzheimer's Disease and Related Disorders Association, Inc. Caregiver Education and Support</p>		111,841	141,799
<p>Utahspan of Greater Rochester, Inc. Caregiver Resource Center & Grandparents Caregiver Program</p>		104,753	
<p>Long Term Care Ombudsman (LTCOP)</p>		19,149	
<p>Counseling and Assistance Services Utahspan of Greater Rochester, Inc. ECO-Elderly Community Outreach Program Financial Management Services</p>		153,944 194,453	348,397
<p>HDCAP Services</p>		97,095	
<p>Expanded In-Home Services Catholic Family Center of the Diocese of Rochester Expanded In-Home Services for Elderly Programs</p>		1,048,598	1,048,598
<p>There are social model adult day care programs that help physically and cognitively impaired frail Older Adults (OA's) to continue living in the community.</p> <p>Caregiver education programs, training and support groups and information & assistance offered to individuals diagnosed with early to mid-stage Alzheimer's disease and other memory related disorders.</p> <p>The Caregiver Resource Center (CRC) is a State funded program which provides resources and support to informal family caregivers. A family care program provides support group and educational training sessions, designed to support eligible caregivers and help sustain their efforts to provide care for grandchildren, or other younger relatives, children in family relationships such as godparents or other family friends.</p> <p>Advocate services that receive, investigate, and resolve complaints and concerns of residents in long-term care facilities.</p> <p>Careworkers provide community outreach, public education, referral, assessments, short term problem solving, counseling and advocacy for Older Adults.</p> <p>Financial management program assists Older Adults in applying for benefits such as Medicare and EPC. This program also provides bill review assistance and household budgeting.</p> <p>The HDCAP program assists older adults, and Medicare eligible individuals, in need of information and assistance regarding health insurance.</p> <p>Assists cognitively impaired frail Older Adults to continue living independently in the community by providing case management, developing care plans, and providing in-home services. This program also provides ancillary services such as social adult day program, home delivered meals, personal emergency response units, home modification and repair and extensive equipment. Home Health Agencies provide homebased care services and personal care. Consumer Directed Services provides service options for family caregivers.</p>			

25.3

JANISIA ANTICIPATED CONTRACT REVENUES AND EXPENSES			
Vendor and Expense Section	ADJUDICANT TOTAL	VENDOR TOTAL	SERVICE TOTAL
<p>Older Adult Prevention Services Lifespan of Greater Rochester, Inc. Older Adult Intervention and Support</p>		20,000	20,000
<p>Health and Wellness Programs for Seniors The Community Lifespan of Greater Rochester Master of Balance Program Lifespan of Greater Rochester, Inc. Chronic Disease Self Management</p>		14,500	14,500
<p>Partnerships Older Adult Depression and Screening</p>		10,000	10,000
<p>Aging Mastery Program</p>		54,942	54,942
<p>Chronic Addictions Program</p>		31,879	31,879
<p>Chronic Addictions Program</p>		35,000	35,000
<p>Chronic Addictions Program</p>		34,800	34,800
<p>Using evidence based interventions, this program provides educational, informational, cultural, health and fitness interventions to enhance older adults' health and wellness for Older Adults.</p>			

254

MUNICIPALITY CONTRACT SERVICES/ Vendor and Project/Service				ADMIN		VENDOR		SERVICE		PROGRAM DESCRIPTION	
				MCHT		TOTAL		TOTAL			
Home Support & In Home Services Catholic Family Center of the Diocese of Rochester: Assisted Transportation (STAR) In-Home support (Star) Unmet Needs Program						141,048 175,448 300,336		677,332		The STAR program provides assisted transportation to older adults. Assisted transportation involves the transportation, including escort services to a person who has difficulties (physical or cognitive) using vehicular transportation. In-home services involve providing non-medical services such as personal care, home repairs, etc. to assist individuals who have physical or cognitive difficulties. The Unmet needs provides ancillary items and services to older adults in order to maintain their independence.	
Information, Case Assistance Coordinated Care Services, Inc. Contract Administration, Advisory Services and Employer of Record Services David Jones Computer Training for Seniors Lifespan of Greater Rochester, Inc. Elderresource Information & Assistance/Community Care Connections Lifespan of Greater Rochester, Inc. NY Connects Choices for Long Term Care						175,473 20,000 275,149 644,335		1,072,327		This contract provides Contract Administration and Advisory Services for MCOFA. The contract provides Employer of Record Services to assist MCOFA in performing required tasks including Program Monitoring, Outreach & Public Education. Provide older adults with computer, internet and social networking skills to enhance their lives and keep them connected Elderresource is a single source information, referral, case assistance & counseling program for services to Older Adults and their informal family caregivers. Community Care Connections is a part of Elderresource and provides more intensive case assistance and linkage to healthcare providers for enhanced service provision and improved outcomes. NY Connects is the Aging and Disability Resource Center. This program provides information, assistance and referral about long term care services and supports, options counseling, and assistance in applying for benefits. This program also covers the Monroe County Long Term Care Council, responsible for analyzing gaps and barriers in the long term care system, and the Working Door work group to ensure consistency across systems of care	

2013-14 ANTICIPATED CONTRACT SERVICES (Round 2013)		ADDITIONAL		SERVICE		PROGRAM DESCRIPTION
Vendor and Program Services		TOTAL		TOTAL		
Northern Services Senior Centers of Monroe County					1,774,007	Senior Centers in Monroe County provide social activities, wellness programs, special events and meals to persons age 60 and over, their spouse and disabled adult children in a large-scale setting. Recreational programming, social activities, case management services and other quality of life initiatives assist seniors to reduce isolation. These centers help seniors to remain living independently within the community of their choice.
Baden Street Settlements of Rochester, Inc.			11,814			
MAAC Senior Center			97,808			
Charles Settlement House, Inc.			59,724			
Town of Cile			64,140			
The Community Place of Greater Rochester, Inc.			37,283			
Community Place Senior Center						
Town of Calen			34,215			
Cullen Community & Senior Center			138,118			
Town of Greece			148,153			
Greece Community & Senior Center			91,177			
Town of Hammett			137,793			
Hammett Senior Center			25,848			
Harro-American Action League, Inc.			39,000			
Centro de Oro Senior Center			19,661			
Town of Irondequoit			35,848			
Irondequoit Senior Center			69,848			
Lifecaplan of Greater Rochester, Inc.			93,114			
Ulfapan Senior Center Programs Life Care			26,242			
Ulfapan Senior Center Programs Life Care			48,048			
Ulfapan Senior Center Programs Life Care			77,487			
Ulfapan Senior Center Programs Life Care			19,064			
Ulfapan Senior Center Programs Life Care			14,400			
TBD Potential New 2013						

PURCHASE OF SERVICES INFORMATION FORM

Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Served 2021: N/A

Proposed Operational \$ Amt. 2023: \$16,500

Proposed ARPA \$ Amt. 2023: \$43,500

SECTION I

PROGRAM: Falls Prevention Program

CONTRACTOR: Lifespan of Greater Rochester, Inc., Ann Marie Cook, President/CEO

PROGRAM DESCRIPTION: Evidence-based falls prevention wellness program for adults age 60 and older. The program teaches older adults how to avoid falls and improve or maintain their balance in order to prevent injuries and maintain their independence.

PRIMARY OBJECTIVE(S)/ DELIVERABLES: Certified Master Trainers will provide information and support via a "Falls Prevention Program" to older adults at local senior centers and other locales where older adults congregate in order to maintain their balance as they age. Trainings and instructional books are provided throughout the eight week course

PRIMARY PERFORMANCE MEASURE/INDICATOR: Upon completion of classes at least 98% of older adults taking class will feel more comfortable in increasing their physical activity

	Current Year Projection	Next Year Projection
Program Year	1/1/23-12/31/23	1/1/24-12/31/24
Total # of Participants	600	600
Successful	588	588
% Successful	98%	98%

OUTCOME ASSESSMENT METHODOLOGY: Program will survey participants with pre-tests and post tests to determine the effectiveness of this evidence-based wellness program

SECTION II

SOURCE MATERIAL: Annual Evaluation with previous contractor is on file with the Clerk of the Monroe County Legislature

25.9

PURCHASE OF SERVICES INFORMATION FORM
Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Served 2021 - 2022: N/A

Proposed Operational \$Amt. 2023: \$872,600

Proposed ARPA \$Amt. 2023: \$626,316

SECTION I

PROGRAM: Home Delivered Meals

CONTRACTOR: UR Medicine Home Care, Community Services, Inc. Michelle Dahlkemper President

PROGRAM DESCRIPTION: One or two meals per day are provided to persons aged 60 and over who are homebound due to illness or disability and who are unable to prepare their own meals. Meals are available five days per week with provisions for weekend meals if needed. The primary objective is to increase the level of independence in the daily living of a frail, elderly participant who receives "Meals on Wheels."

PRIMARY OBJECTIVE(S)/ DELIVERABLES: Individuals will increase their level of independence through receipt of home delivered meals.

PRIMARY PERFORMANCE MEASURE/INDICATOR: Individuals receiving services will report higher levels of independence as a result of receiving home delivered meals (under this funding source)

	Current Year Projection	Next Year Projection
Program Year	1/1/23-12/31/23	1/1/24-12/31/24
Total # of Participants	900	900
% Successful	95%	95%

OUTCOME ASSESSMENT METHODOLOGY: The New York State Office for the Aging collects and monitors data via MCOFA.

BOARD MEMBERS: Dallas Nelson, Kathleen Whelehan, James Dickson II, Kate Ackerman, Timothy Ashe, Mary Beer, Talethea Best, Adam Cardina, Ann Marie Cook, Mark Cronin, Michelle Dahlkemper, Dr Jason Feinberg, Steve Goldstein, Barbara Gray, Ann Harrington, Diana Kurty, David Lipari, Kristi Love, William McDonald, Dallas Nelson, Judy Novak, Mark Prunoske, Alan Resnick, Hazel Robertshaw, Kathleen Whelehan, Walt Winiarczyk

SECTION II

SOURCE MATERIAL: Annual Evaluation is on file with the Clerk of the Monroe County Legislature.

25110

PURCHASE OF SERVICES INFORMATION FORM
Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies:
Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered
Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-
24.

Total Meals Served 2021 - 22: 71,817
Proposed \$ Amt. 2023 - 24: \$416,386

SECTION I

PROGRAM: Catering Services for the Congregate Nutrition Program & Grab n Go Program

CONTRACTOR: Goodwill of the Finger Lakes, Inc. – Jennifer Lake, President / CEO

PROGRAM DESCRIPTION: Preparation, delivery, and catering services for the Monroe County Office for the Aging Nutrition Programs congregate meal program and Grab n Go meal program for area senior centers.

PRIMARY OBJECTIVE(s)/ DELIVERABLES: Seniors enjoy a nutritious, safe, appealing, appetizing and satisfying meal. Improve or maintain the nutritional health for persons age 60 and above.

PRIMARY PERFORMANCE MEASURE/INDICATOR: **Objective:** Seniors enjoy a nutritious, safe, appealing appetizing and satisfying meal.
Indicator of Success:

- 1 Hot foods are delivered to meal sites at a minimum temperature of 140°F
- 2 Cold foods are delivered to meal sites at a maximum of 45°F.
- 3 Meals are delivered within the two hour holding time.

	Current Year Projection	Next Year Projection
Program Year	1/1/23-3/31/24	1/1/24-3/31/25
Hot food delivered at 140°F	90%	90%
Cold Food delivered at 45°F	90%	90%
Meals delivered within two hours holding time	90%	90%

* Due to COVID-19 pandemic, senior centers were closed till July, 2021

**OUTCOME ASSESSMENT
METHODOLOGY:**

The performance indicators are tracked by service delivery ticket and time/temperature logs.

The contractor will use the New York State Office for Aging's designated Statewide Client Data System, and the County's ContractHQ to generate monthly and quarterly reports, annual self-evaluations, program assessments performance measures outcome objectives number of people served including demographics and units provided which measure the effectiveness and impact of the program.

25.11

**SECONDARY PERFORMANCE
MEASURE/INDICATOR:**

Satisfaction with Nutrition Program

Indicator of Success: 90% of the program participants will respond with "Overall, are you satisfied with the meals served?"

	Current Year Projection	Next Year Projection
Program Year	1/1/23-3/31/24	1/1/24-3/31/25
Total # of Participant Surveys Distributed	996	996
% Overall Satisfied with Meals Served	90%	90%

*Due to COVID-19 pandemic, senior centers were closed till July, 2021.

The senior centers participants are satisfied with Nutrition Program including meals served. The Customer Satisfaction Survey is administered yearly by senior centers. Result will be recorded by the Office for the Aging's staff.

BOARD MEMBERS:

John Henderson, Dr. Darrick Alaimo, Junior Dillon, David DiLoreto, M.D. Ph.D., Michael Frame, Amy Gould, Ian Harper, Brian Harrington, Susan Kitchen, Jennifer Lake, Judie Lynn Nassar McAvinney, Robert Poltrino, Gerard Rooney, Ph. D., Hezekiah Simmons, Vivek Thiagarajan

SECTION II

SOURCE MATERIAL:

Annual Evaluation with previous contractor is on file with the Clerk of the Monroe County Legislature

2512

PURCHASE OF SERVICES INFORMATION FORM

Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies: Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Served 2021 N/A
Proposed \$ Amt. 2023 -24: \$62,500

SECTION I

PROGRAM: Mobility Management program

CONTRACTOR: Lifespan of Greater Rochester, Inc. – Ann Marie Cook, President / CEO

PROGRAM DESCRIPTION: Transportation coordination is needed in order to better serve those lacking access and information on various transportation options. Mobility Management Program will be a one-stop shop in order to identify specific options to access which best fits the need of individual older adults residing in Monroe County.

**PRIMARY OBJECTIVE(S)/
DELIVERABLES:** Mobility management programs includes a wide range of activities that seek to optimize all transportation resources in a community including specialized transportation services for older adults, people with disabilities, and individuals with lower incomes. Mobility management looks beyond a single transportation service or solution to encompass a variety of services and options to meet individual needs in a coordinated and cost-effective manner.

**PRIMARY PERFORMANCE
MEASURE/INDICATOR:** Individuals receiving services will receive safe, door-to-door transportation services.

	Current Year Projection	Next Year Projection
Program Year	1/1/23-12/31/23	1/1/24-9/30/24
Total # of Participants	600	400
# Successful	540	360
% Successful	90%	90%

**OUTCOME ASSESSMENT
METHODOLOGY:** Clients are surveyed to determine effectiveness of the program and measure the level of increased knowledge after receiving information from a MIPPA counselor. Surveys are compiled and analyzed annually.

BOARD MEMBERS: Vicki Hines, LaRon Rowe, Chris Martusewicz, Jane Shukitis, Mark McDermott, Lucia Acosta-Castillejo, , Michael Burke, Jim Condello, Will Carroll, Tere Dominas, Beverly Fair-Brooks, Jarrett Felton, John Fornof, Bob Hartman, Dr. Brian Heppard, Lori Jansen, Cindy Lovetro, John Lynch, Jr., Dr. Robert McCann, Pennie McNulty, Susan Powell Byrd, Lisa Powers, Yvette Tehan, Roberta Van Winkle, Liz Vega

SECTION II

SOURCE MATERIAL: Annual Evaluation with previous contractor is on file with the Clerk of the Monroe County Legislature

PURCHASE OF SERVICES INFORMATION FORM
Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: : Amend Resolution 395 of 2022, Attachment A: Authorization to Contract for Office of Aging Programs with the following agencies:
Medical Motor Service of Rochester and Monroe County, Inc. – Transportation, Goodwill of the Finger Lakes, Inc. – Catering & Registered Dietitians Service, Lifespan – Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal Program in 2023-24.

Total Participants Served 2021: 1,194
 Proposed \$ Amt. 2023: \$61,625

SECTION I

PROGRAM: Registered Dietician (RD) Services

CONTRACTOR: Goodwill of the Finger Lakes, Inc. – Jennifer Lake, President / CEO

PROGRAM DESCRIPTION: RD services for various aspects of the senior center nutrition program.

PRIMARY OBJECTIVE(s)/ DELIVERABLES: Registered Dietitian (RD) will provide RD services for various aspects of the nutrition program. Duties performed include menu planning, nutritional education, counseling, screening and presentations.

PRIMARY PERFORMANCE MEASURE/INDICATOR: Objective: To discuss health goals and challenges during the contract year in one-on-one nutrition counseling sessions. To promote better nutrition, physical fitness and health through information and instruction on nutrition and related consumer topics.

Indicator of Success:

1. Total Number of Hours Nutrition Counseling is provided meets MCOFA's goals
2. Total Number of Participants that attend Nutrition Education Presentation meets MCOFA goals

	Current Year Projection	Next Year Projection
Program Year	1/1/23-12/31/23	1/1/24-12/31/24
Total Hours of Nutrition Counseling Provided	150	150
Total Number of Participants at Nutrition Education Presentations	2,400	2,400

OUTCOME ASSESSMENT METHODOLOGY:

The Contractor will use the New York State Office for Aging's designated Statewide Client Data System, and the County's ContractHQ to generate monthly and quarterly reports, annual self-evaluations, program assessments, performance measures, outcome objectives, number of people served including demographics, and units provided which measure the effectiveness and impact of the program. The performance indicators are tracked by how many participants attended the presentations and how many hours were spent providing consultations.

SECONDARY PERFORMANCE MEASURE/INDICATOR:

Satisfaction with the Nutrition Counseling and Nutrition Education Program

25.14

Indicator of Success: 90% of the program participants will respond with "Overall, are you satisfied with the Nutrition Programs such as Nutrition Counseling, Nutrition Education and Senior Farmer Market Program"

**OUTCOME ASSESSMENT
METHODOLOGY:**

	Current Year Projection	Next Year Projection
Program Year	1/1/22-12/31/22	1/1/23-12/31/23
% Overall Satisfied with Counseling sessions	90%	90%
% Overall Satisfied with Nutrition Education sessions	90%	90%

*Due to COVID-19 pandemic, senior centers were closed until July, 2021.

The Customer Satisfaction Survey is administered yearly by the Contractor. Result will be recorded by the Office for the Aging's staff.

BOARD MEMBERS:

John Henderson, Dr. Darrick Alaimo, Junior Dillon, David DiLoreto, M.D. Ph.D., Michael Frame, Amy Gould
Ian Harper, Brian Harrington, Susan Kitchen, Jennifer Lake, Judie Lynn Nassar McAvinney, Robert Poltrino
Gerard Rooney, Ph. D., Hezekiah Simmons, Vivek Thiagarajan

SECTION II

SOURCE MATERIAL:

Annual Evaluation with previous contractor is on file with the Clerk of the Monroe County Legislature

28115

PURCHASE OF SERVICES INFORMATION FORM

Per Resolution 223 of 2007 as amended by Resolution 11 of 2008

Re: : Amend Resolution 395 of 2022, Attachment A. Authorization to Contract for Office of Aging Programs with the following agencies:
Medical Motor Service of Rochester and Monroe County, Inc. - Transportation, Goodwill of the Finger Lakes, Inc. - Catering &
Registered Dietitians Service, Lifespan - Falls Prevention & Mobility Management and UR Medicine Home Care - Home Delivered Meal
Program in 2023-24.

Total Served 2021 281
Proposed \$ Amt. 2022: \$691,097

SECTION I

PROGRAM: Transportation Services for Older Adults

CONTRACTOR: Medical Motor Service of Rochester and Monroe County, Inc., Timothy Kohlmeier, Executive Director

PROGRAM DESCRIPTION: Transportation provided on a regular basis for senior center participants, social adult day services clients, and dialysis patients.

PRIMARY OBJECTIVE(S)/ DELIVERABLES: The primary objective is to improve independence and mobility of older persons, enabling them access to health, nutritional, social services and dialysis treatments.

PRIMARY PERFORMANCE MEASURE/INDICATOR : Individuals receiving services will receive safe, door-to-door transportation services

	Previous Year Projection	Previous Year Actual	Current Year Projection	Next Year Projection
Program Year	1/1/22-12/31/22	1/1/22-12/31/22	1/1/23-12/31/23	1/1/24-12/31/24
Total # of Participants	431	281	433	400
# Successful	388	281	390	360
% Successful	90%	65%	90%	90%

OUTCOME ASSESSMENT METHODOLOGY: Performance is measured through monthly service reports, and quarterly measure totals which report the unduplicated number of persons served as well as the number of trips to each Senior Center and dialysis locations. A customer satisfaction survey is administered annually

BOARD MEMBERS: Martin Murphy, Mark Benotti, Patricia M. Woods, Sean Rivers, Christopher Trageser, Mark Bergin, Katie Charboneau, Joanne Dermady, Deborah M. Field, Matthew Kelley, Britt Lui, James E. Morris, Josh Pryor, Jennifer Simon, Liza Stevenson, Thomas G. Tuke, David J. Whitaker

SECTION II

SOURCE MATERIAL: Annual Evaluation is on file with the Clerk of the Monroe County Legislature